

County of San Bernardino - Fleet Management

County Service vs. "Quickie Lube"*

Service	Fleet Management	"Quickie Lube"
Oil Change	✓	✓
New Oil Filter (Original Equipment or Better)	✓	✓
Lubrication	✓	✓
Check/Correct Tire Air Pressure	✓	Generally, only if asked! - Included
Check/Top-off Fluids	✓	Additional \$\$\$
Complete Safety Inspection	✓	Additional \$\$\$
Loaner Vehicle if Required	✓ (Note #1)	Additional \$\$\$
In-House Billing (as opposed to Invoice Processing)	✓	Estimated Total County Cost = \$75
Work is performed by "Qualified Technicians"	✓	Unknown
Update of Permanent County Vehicle Records	✓	Never (can only be done by County)
Test Drive Upon Work Order Completion (by Technician's Boss/Superior)	✓	Never
Estimated Time to Complete Service (excludes any "wait" time before work begins)	35 Minutes	10 - 15 Minutes
"Hard Sell" additional parts/services	Never (Note #2)	Always (Note #3)
Scheduling of Next PM/Inspection with Notification	Always	Maybe, at the "best shops" (most expensive)
Estimated Average Work Order Price	\$40	\$20 - \$30
Estimated Total County Cost	\$40	\$163 or more! (Note #4)

*"Quickie Lube" is intended to reference a generic service type only - NOT a specific vendor/business/company.

Notes:

1. Assumes Motor Pool vehicle is being serviced. Otherwise, Motor Pool daily rentals are available on-site
2. Fleet Management employees have NO incentive to increase "sales" but will provide feedback/recommendations on vehicle reliability/failure issues.
3. As quoted by NBC's Team4 Nov. 7, 2003 - "Team 4 Reports obtained internal documents signed by every store manager pledging to sell at least \$68 in repairs per customer."
Read the entire NBC Team4 article and a follow-up one year later at <http://www.nbc4.tv/automotive/2615014/detail.html>
4. Total cost to the County for "Quickie Lube" is minimal oil change cost of \$20 + \$75 invoice processing cost + store manager's pledge for ("Hard Sell") repairs of \$68.